

SERVICE STANDARD
INDIANA DEPARTMENT OF CHILD SERVICES
CHAFEE FOSTER CARE INDEPENDENCE PROGRAM
(Revised 10/11/2010)

I. Service Description

The Chafee Foster Care Independence Program (CFCIP) provides independent living (IL) services that consist of a series of developmental activities that provide opportunities for young people to gain the skills required to live healthy, productive, and responsible lives as self-sufficient adults. Independent living services should be seen as a service to young people that will help them transition to adulthood, regardless of whether they end up on their own, are adopted, or live in another permanent living arrangement. IL services should be based on the Ansell Casey Life Skills Assessment following the youth's referral for services. Youth receiving IL services must participate directly in designing their program activities, accept personal responsibility for achieving independence, and have opportunities to learn from experiences/failures.

Services should be provided according to the developmental needs and differing stages of independence of the youth but should not be seen as a single event, or as being provided in a substitute care setting, but rather as a series of activities designed over time to support the youth in attaining a level of self sufficiency that allows for a productive adult life. Services should address all of the preparatory requirements for independent adulthood and recognize the evolving and changing developmental needs of the adolescent.

Youth, ages **16 through 18** will receive services that include individual guidance, case management, and soft skill independent living services as reflected in the Learning Plan (LP). Youth must be given an independent living assessment to determine the appropriate services. These services may include locating tutorial services, self-esteem building, life interest explorations, and education in housing options, budgeting, money management, health care, transportation options, secondary and post-secondary education, and interpersonal relationship skills.

Youth ages **18-20** who have not reached their twenty first birthday and who have left foster care will be offered guidance on financial issues, assessment services, housing, health care, counseling, employment, education opportunities and other support services that are unique for the development of self-sufficiency. Youth leaving foster care or former foster youth requesting CFCIP independent living services must participate on a voluntary basis and sign an agreement with the service provider for case management services. This agreement outlines the services to be provided, the length of time expected for the service, and the plan for the youth's contribution. The youth must participate directly in designing their program activities, accept personal responsibility for achieving independence, and have opportunities to learn from experiences and failures. In addition, the Learning Plan must include an operational plan describing how the young adult is going to assume responsibility once assistance ends.

Independent Living Programs are designed to assist young people by advocating, teaching, training, demonstrating, monitoring and/or role modeling new, appropriate skills in order to enhance self-sufficiency. Services must allow the youth to develop skills based on experiential learning and may include the following based on the youth's needs as identified through the Independent Living assessment.

The independent living assessment must include a comprehensive, written assessment of the youth's strengths as well as areas of improvement. The Ansell-Casey Life Skills Assessment (ACLSA) at www.caseylifeskills.org is the **only** assessment tool approved for use. This assessment must be completed annually and shared with the youth, caregiver and referring agency within ten (10) days of completion.

Educational Services

Service providers will provide instruction or monitor that the youth receives educational services that include but are not limited to the following:

- Coordination with the youth's school on their Individual Education Plan (IEP)/Individual Transition Plan (ITP) for youth in special education.
- Providing tutoring support as needed and assistance with GED preparation if applicable.
- Assistance with locating driver's education training.
- Assistance with transportation to College Goal Sunday program to assist the youth in understanding the financial aid process.
- Assistance with completing the Free Application for Financial Student Aid (FAFSA) and gathering needed documents.
- Assistance in the search for scholarships at the website of the State Student Assistance Commission of Indiana (www.in.gov/ssaci) as well as other websites and assist in the completion the required forms as well as gathering needed documents.
- Assistance with obtaining information on colleges or universities, including cost, by logging into the Department of Education's website www.nces.ed.gov. Additional information for Indiana schools and specialized vocational training programs may be found on the Education and Training Voucher (ETV) (www.statevoucher.org).
- Assistance in applying for 21st Century Scholars program and the appeal process if needed.
- Assistance in applying for the ETV program finds on the ETV website (www.statevoucher.org), if eligible, for secondary education opportunities.
- Provided information on post-secondary access and support services for former foster youth both in Indiana as well as outside Indiana (e.g.. Ball State University/Ivy Tech Guardian Scholars program; Indiana University Purdue University Indianapolis (IUPUI)/Ivy Tech ESP! Program; Nina Mason Scholars program at IUPUI/Ivy Tech Indianapolis).

Vocational and Employment Services

Service providers will provide vocational and employment services, either directly or by referral that include but are not limited to the following:

- Transport the youth to the local Work One Center and assist the youth in requesting aptitude testing and resume writing
- Assistance in exploring career options, Job Corps, AmeriCorps, Vista, and the Armed Forces.
- Assist the youth in obtaining job services through the Work One Center and explore possible intern positions through this program.
- Assist the youth in exploring and applying for volunteer opportunities in the community.
- Assist the youth in obtaining and completing job applications and provide opportunities for the youth to practice interviewing for different types of employment.
- Training related to employment such as appropriate dress, expected work behavior, positive workplace interaction, arrival at work and returning from breaks on time, and other issues related to maintaining employment.
- Assist the youth in the use of all available community employment and training resources including on the job training, job coach if eligible for service, and helping the young person access them.
- Developing job leads in the private sector and working with employers who may employ young people, including internships, job mentoring, apprenticeship, summer employment programs and other supportive services.

Health Services

Service providers will provide education or advocate for health services to the youth that include but are not limited to the following:

- Assist the youth in obtaining their Medical Passport from their FCM and ensuring that it contains current information related to their family health history, immunizations, operations, and childhood illnesses and includes the names of the youth's medical, mental health, and dental providers and their contact information.
- Transport the youth to visit the local community health clinic, mental health clinic, hospital emergency room, and urgent care facilities to familiarize the youth with the location of these facilities, services available and how to access services when needed.
- Provide education on obtaining a primary care physician and dentist and the importance of preventative medical and dental care to avoid urgent medical care facilities when possible.
- Provide age-appropriate education regarding basic hygiene and nutrition, medical and dental care, substance abuse prevention/intervention, pregnancy prevention, teen parenting education and sexually transmitted diseases and HIV prevention.
- Provide assistance with accessing formal individual and group counseling, including crisis counseling and family therapy and substance abuse treatment.

- Provide assistance with applying for Medicaid, State alternative or other insurance coverage for the youth and their children when applicable.

Housing Services

Service providers will provide housing services that include but are not limited to the following:

- Arrange an interview and visit with apartment complex managers/landlords to allow the youth to understand the leasing process and view apartments in more than one location.
- Assist the youth in developing a budget to determine the amount of rent they are able to pay based on their income and other expenses.
- Provide education on tenant rights and responsibilities and the importance of following rules and regulation policies of the apartment complex or landlord.
- Explore with the youth the option of other housing arrangements such as host home with their current or former foster parents or relatives, not to include legal or biological parents, and shared housing with roommates.
- Arrange a visit or phone call with the youth to utility companies (electric, gas, water, phone) to gather information regarding the requirements of the company related to hook up charges, deposits, and the monthly cost of services.
- Provide education on how to avoid homelessness and arrange visits with the local homeless shelters, mental health day shelters, food pantries, and other services that are available in the event that the youth may ever become homeless.
- Provide education on the purpose of credit, the use of credit, maintaining good credit, and how credit can affect every facet of their adult lives.

Life Skills and Social Skills Services

Service providers will provide life and social skills training that include but are not limited to the following:

- Ansell-Casey Life Skills Assessment (ACLSA) with the youth (and their caregiver for wards if possible) to identify the youth's strengths and needs.
- A written plan, which is strengths-based, developmentally appropriate, based on the ACLSA which involves the youth and significant persons in its development and builds on the young person's positive behaviors and personal strengths.
- Information regarding public assistance that is available for eligible applicants through the State such as TANF and food stamps, local food pantries, and township trustees.
- Opportunities to interact with other youth in small and large groups in learning activities related to independent living.
- Experiential learning opportunities in the areas of problem-solving, time management, conflict resolution, stress management, communication skills, interpersonal skills, community resources, support systems, and goal-setting.
- Experiential learning opportunities in accessing community resources such as 211, Department of Family Resources, local library, locating businesses or services in the yellow pages, knowledge locating businesses or services in the use of city, street, and state maps, etc.

- Familiarize the youth with available public transportation by accompanying them in purchasing tokens or passes and visiting frequently used destinations in order to reduce fear and apprehension.
- Assist the youth in making arrangements for taxi service or other arrangements to an appointment when public transportation is not available.
- Financial training including developing a budget, banking, the use of money orders, use of credit, cost of rent-to-own versus purchasing, understanding interest charges and cash advance services. Arrange a visit to a bank to gather information on checking and saving accounts and how to open and maintain the account.
- Take the youth to multiple shopping destinations to compare prices for personal care items, cleaning supplies, and food items to help develop a budget for monthly purchases.
- Assist the youth in planning a menu, reading a recipe, purchasing the food, and preparing a meal.
- Take the youth to the laundromat with their own soiled laundry and assist in the use of the facilities, supplies needed, money required for wash and dry loads, and time involved in this endeavor.
- Assist the youth in obtaining an original birth certificate, social security card, credit history, medical and mental health records, and school records for their own files.
- Assist the youth in obtaining a State ID card.
- Assist the youth in maintaining a life book (available through the youth's FCM) that includes their birth certificate, Social Security records, court orders relating to their CHINS or probation case, high school activities, family information including names of family members and location, placement information, photos of friends and school activities, and other information important to the youth.
- Education on the cost of purchasing and maintaining a vehicle as well as title, licensing and insurance costs.
- Education on tax documents received from employers, filing income taxes and maintaining financial records.
- Assist the youth in obtaining their free annual credit report from all three agencies (www.ftc.gov/bcp/online/pubs/credit/freereports.htm) to ensure their credit will not be an obstacle to renting.

Youth Development

Service providers will provide opportunities for social, cultural, recreational, and/or spiritual activities that:

- Are designed to expand the range of life experiences and are sensitive to the cultural needs of youth and youth with special needs.
- Form meaningful and growth-producing relationships with adults, families, peers, and significant others and assist youth in managing these relationships.
- Introduce various available recreational and social activities for leisure time.
- Offer experiential learning in communication skills and conflict resolution management.
- Introduces the youth to volunteer activities in the community.

- Encourage participation in youth conferences and other developmental opportunities, which include leadership activities.
- Encourage participation in the Youth Advisory Board.

II. Target Population

Eligibility for case management services:

- 1) Youth ages 16 to 21 who are in foster care* as a CHINS or adjudicated a delinquent with a case plan establishing the need for independent living services.
- 2) Youth ages 16 to 21 who were formerly in foster care as a CHINS or adjudicated a delinquent between the ages of 16-18 that were returned to their own homes and remain a CHINS or adjudicated a delinquent with a case plan establishing the need for independent living services.
- 3) Youth age 18 to 21 who were formerly in foster care for a minimum of 6 months as a CHINS or adjudicated a delinquent between the ages of 16-18 under the supervision of the DCS and had a case plan establishing the need for independent living services.
- 4) Youth who are 18 to 21 who would otherwise meet the eligibility criteria above and who were in the custody of another state or were a “ward of another state” will be eligible if through the Interstate Compact for the Placement of Children there is a verification of wardship and all eligibility criteria from the state of jurisdiction.
- 5) Youth age 16-21 that left foster care after obtaining 16 years of age for kinship guardianship or adoption.

Youth who turn 18 in foster care are exempt from the 6 month requirement indicated in the target population. For probation youth adjudicated a delinquent, the county of residence must have an interagency agreement between the court and DCS relating responsibilities of each party for meeting all state and federal mandates.

Eligibility for Room and Board assistance:

Foster youth must have turned 18 years of age while in foster care*. This includes:

- 1) Youth who move directly from foster care into their own housing at age 18 up to age 21.
- 2) Youth who leave care voluntarily at age 18 without accepting assistance but return prior to turning age 21.

*Foster care is defined as 24-hour substitute care for children placed away from their parents or guardians and for whom the State agency has placement and care responsibility. Facilities that are outside the scope of foster care include, but are not limited to: detention facilities; psychiatric hospital acute care; forestry camps; or facilities that are primarily for the detention for children who are adjudicated delinquents.

Room and board expenses are considered as security deposits, rent, **utility** deposits and utilities. Utilities are limited to electric, gas, water and sewage. These funds are contingent upon availability as well as verification of the youth's eligibility for voluntary services by the IL Specialists. Room and board payments include a maximum of \$3,000 for assistance up to age 21. Youth may access this assistance as long as they continue to participate in case management services and receive SSI (Supplement Security Income through Social Security) or participate in a full or part time schedule of work (or are actively seeking employment) until the \$3,000 limit is exhausted. While receiving room and board funds, youth are expected to make incremental payments toward their own housing and utility expenses beginning in the third month of assistance and should be prepared to accept full responsibility by the sixth month unless there are extenuating circumstances. In cases where the youth is unable to accept full responsibility for their rent in the sixth month, approval must be received from the DCS IL Specialist to allow payment beyond the fifth month. Requests for an extension of this capped amount will be considered on a case-by-case basis by DCS Permanency Manager and/or a designee, based on availability of funds. Room and Board payments will only be made through a contracted service provider who is providing independent living case management services to the youth.

Youth receiving room and board assistance and planning to attend a post-secondary institution may access room and board funds to obtain off-campus housing prior to beginning their post-secondary program. Deposits for housing on campus may be made through Emancipation Goods and Services funding. Education and Training Voucher (ETV) funds are available for housing for youth attending post-secondary institutions. Those attending school full time or part time may access the ETV Program at www.statevoucher.org. If eligible for ETV funds, housing assistance must be accessed through this program.

Housing Options:

Potential housing options may include host homes with foster families, relatives other than biological or adoptive parents, or other adults willing to allow the youth to reside in their home with or without compensation. Other housing options may include youth shelters, shared housing, single room occupancy, boarding houses, semi-supervised apartments, their own apartments, subsidized housing, scattered site apartments, and transitional group homes.

III. Goals and Outcome Measures

Goal#1

Timely provision of services for the youth and regular and timely communication with referring worker

Outcome Measures

- 1) 95% of all youth that are referred will have face-to-face contact with the provider within 10 days of the referral.

- 2) 95% of youth will have an ACLSA completed within 30 days of referral and a written service plan prepared with the youth and provided to the FCM, Probation Officer or IL Specialist within 30 days of completion of the assessment.
- 3) 100% of all youth will have monthly written summary reports prepared and sent to the referring worker. Voluntary Services reports will be sent to the IL Specialist. All reports must be submitted by the 10th day of the month in the approved format (see section IX) or billing will not be permitted.

Goal #2

Increase the percentage of youth who have a safe and stable place to live.

Outcome Measures

- 1) 80% of youth receiving room and board assistance will have safe stable housing within 6 months of receiving room and board assistance.
- 2) 90% of youth being provided transition service will locate a place to live when their case is dismissed.

Goal #3

Increase the percentage of youth who receive services that assist in developing independence.

Outcome Measures

- 1) 80% of youth participating in voluntary services will be able to meet their living expenses within 6 months of the provision of services.
- 2) 80% of youth whose service plan includes an educational goal will achieve that goal.
- 3) 100% of youth will have contact information related to their dental, physical and mental health service providers.
- 4) 100% of youth leaving care will have their birth certificate, social security card, medical records, and educational records or will obtain them within six months of beginning voluntary services.

Goal #4

DCS and youth satisfaction with services

Outcome Measures

- 1) DCS satisfaction will be rated 4 and above out of a possible five (5) points on the Service Satisfaction Report.
- 2) 90% of the youth who have participated will rate the services “satisfactory” or above.

IV. Qualifications

Direct Worker:

Bachelor's degree in social work, psychology, sociology, or a directly related human service field.

Supervisor:

Master's degree in social work, psychology, or directly related human services field. Supervision/consultation is to include not less than one (1) hour of face to face supervision/consultation per 20 hours of direct client services provided, nor occur less than every two (2) weeks.

Services will be conducted with behavior and language that demonstrates respect for socio-cultural values, personal goals, life-style choices, as well as complex family interactions; services will be delivered in a neutral valued culturally competent manner.

V. Billable Units

Face to face time with the client:

(Note: Members of the client family are to be defined in consultation with the family and approved by the DCS. This may include persons not legally defined as part of the family)

- Includes client specific face-to-face contact with the identified youth during which services as defined in the applicable Service Standard are performed.
- Includes crisis intervention and other goal directed interventions via telephone with the identified youth.
- Includes Child and family Team meetings or case conferences initiated or approved by the DCS for the purposes of goal directed communication regarding the services to be provided to the client/youth.
- Includes time in attendance for up to two representatives per agency at mandatory quarterly Regional Independent Living meetings.
- Not included is routine report writing and scheduling of appointments, collateral contacts, court time, travel time and no shows. These activities are to be included in the face to face rate and shall not be billed separately.

For hourly rates, partial units may be billed in quarter hour increments only. Partial units to be billed are to be rounded to the nearest quarter hour using the following guidelines: 8 to 22 minutes = .25 billable hours, 23 to 37 minutes = .50 billable hours, 38 to 52 minutes = .75 billable hours, 53 to 60 minutes = 1.00 billable hours. All billed time must be associated with a family/client.

Translation or sign language:

Services include translation for families who are non-English language speakers or hearing impaired and must be provided by a non-family member of the client. Dollar for dollar amount.

Room and Board (eligible voluntary youth 18-21):

Dollar for dollar cost of rental deposit, rent payments, utility deposits and utility payments. Utility deposits may include gas, electric, water and landline phone. Utility payments may include gas, electric and water.

Educational Groups:

Group rate for youth referred for case management services including 3 to 12 participants. Siblings may participate in the same group. For Educational Groups started on 10/18/10 or after, a group curriculum must be submitted to the Independent Living Specialist before starting an Educational Group.

Emancipation Goods and Services (EG&S) not to exceed \$1000 (unless approved by the DCS Permanency Manager and/or designee):

For DCS Wards/Probation youth: Goods and services required to ensure a safe and successful case closure for youth aging out of the system must be approved by the local DCS office on a dollar for dollar basis. The state approved form must be used to request needed funding for youth. Requests for items not listed on the EG & S form require pre-approval from the IL Specialist. The signature of the DCS Director or designee on the approved form provides approval for expenditure of the funds as does the emailed form with the email cover sheet attached to the form that was received from the DCS Director or designee.

For Non-Wards: The EG&S form is to be signed by the IL Specialist serving the county in the region where the youth resides.

Note: This expenditure must be determined based on the specific needs of each youth, not on the amount available.

VI. Rates

Face-to-Face Maximum Rate:	Per contract
Translation or sign language	Actual Cost
Room and Board	Actual Cost
Educational Groups	Budget must be completed
Emancipation Goods and Services	Actual Cost

Case Record Documentation

Necessary case record documentation for service eligibility for CHINS and probation youth must include:

- 1) Authorized DCS Referral
- 2) Case Plan indicating the need for independent living services;
- 3) Initial Ansell-Casey Life Skills Assessment and ongoing assessments every year during the service provision period;
- 4) Documentation of regular contact with the referred youth and the DCS;
- 5) Monthly written reports, or more frequently if requested, regarding the progress of the youth provided to the referring agency, and
- 6) A Chafee Supplement report at case dismissal.

Necessary case record documentation for service eligibility for youth over the age of 18 receiving voluntary services after dismissal of their CHINS and probation case must include:

- 1) Approved Chafee Independent Living Voluntary Services Application and Service Agreement;
- 2) Independent Living Plan;
- 3) Documentation of regular contact with the referred youth;
- 4) Monthly written reports on the required form regarding the progress of the youth provided to the IL Specialist serving the region by email. This report must include the youth's full name and ICWIS number. All reports must be turned in by the 10th of the month unless otherwise specified by the referring party.

VII. Service Access

For Wards: Services must be accessed through a valid DCS or Juvenile Probation Provider referral. Referrals are valid from the start date until the end date as identified on the referral form. Providers must initiate a reauthorization for services to continue beyond the approved period.

For Non-Wards: Youth must apply for services using the Chafee Independent Living Voluntary Services Application and Service Agreement (State Form 52692).

Authorization for these services are provided by the IL Specialist serving the youth's county of residence. Eligibility for all youth receiving Voluntary IL Services must be verified by an IL Specialist prior to services being initiated.

VIII. Quarterly Regional IL Meetings.

All contracted Chafee Providers will have at least one representative present at the Quarterly Regional IL Meeting in the regions which they serve.

IX: Required reports

Providers are required to send a Client Summary to their IL Specialist by the 10th of the month. This summary will detail the names, age, county, and type of service (CFCIP or Voluntary Services) for all Chafee clients. In addition, it will list the amount of billable hours provided to the youth and any funding that was spent out of EG&S and room and Board.

Reports for wards and non-ward are to be submitted electronically via the specified DCS website by the 10th of the month. Late reports can lead to claims being denied.

All reports must be typed and prepared in Microsoft Word or Adobe format. Reports must detail the date and time of day spent with the youth and the goal the youth is working toward. The approved format is located on the website of the Department of Child Services at www.in.gov/dcs.